



FORSYTH COUNTY SHERIFF'S OFFICE

MEMORANDUM

Date: May 15, 2018

To: Chief Deputy Grady Sanford

From: First Sergeant Mike Garrison, Office of Professional Standards

Ref: 2017 Annual Review of Agency Complaints

From January 1, 2017 to December 31, 2017 there were twenty-seven (27) complaints that were filed against deputies. All of these complaints were investigated by Internal Affairs (I.A.) or by the Deputy's direct supervisor.

The type of complaints filed as well as the findings from each case are separated and listed below in two tables.

<u>Type of Complaint</u>	<u>Total</u>
Conduct Unbecoming On/Off Duty	3
Vehicle Operation/Driving Complaints	5
Neglect of Duty	3
Professional Image/Conduct	4
Rudeness	7
Violation of Law	1
Bias-Based/Racial Profiling	2
Sexual Misconduct	1
Failure to Investigate/Document	1
Total Complaints	27

<u>Findings</u>	<u>Total</u>
Exonerated	7
Sustained	5
Unfounded	15

In 2017, there were thirteen (13) more complaints reported than 2016. Our highest number of citizen complaints in one area was seven (7) and involved Rudeness. A thorough investigation



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revealed that in each instance our deputy or deputies acted appropriately, and all seven (7) complaints were either exonerated or unfounded.

The second largest number of complaints received in 2017 was five (5) and involved Vehicle Operation. Four (4) of the five (5) complaints were sustained and resulted in either verbal or written counseling to ensure our deputies understand the importance of safe vehicle operation.

Professional Image / Conduct Unbecoming was another area of concern as we received four (4) complaints of that type. Of those four complaints, three (3) of them were either exonerated or unfounded. One (1) of these complaints was sustained and resulted in a written counseling for that particular deputy.

Most importantly, no complaints resulted from a failure in policy, which ascertains that we are operating under sound policy and procedure, and training our deputies to conduct themselves with the utmost professionalism.

During the course of reviewing the number of citizen complaints in 2017, I discovered that as an agency we were not capturing all the citizen complaints. It was also discovered that the complaints that were captured were not being tracked efficiently. After reviewing the deficiencies of the current process, it was obvious that a new process needed to be developed to address the above issues.

After reviewing the above issues with various supervisors within the agency it was discovered that the current process used was too complex and time consuming for the supervisor taking the complaint. Another issue was that there was essentially no viable process in place to track the status of the complaint. With the input of multiple supervisors, a new process was developed. This process is attached at the end of this memo.

On November 27, 2017, the new process was presented to the Command Staff. On December 19th and 20th of 2017, a mandatory supervisors meeting was called for the purpose of rolling out the new complaint process.

The new process was executed on January 1, 2018. From January 1, 2018 to May 14, 2018 the following complaints and findings have been captured:



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<u>Type of Complaint</u>	<u>Total</u>
Conduct Unbecoming On/Off Duty	3
Vehicle Operation/Speeding/Traffic Detail	3
Neglect of Duty	5
Professional Image/Conduct	5
Rudeness	3
Violation of Law	1
Bias-Based/Racial Profiling	1
Failure to Investigate/Document	1
Other Policy Violation	1
Total Complaints	23

<u>Findings</u>	<u>Total</u>
Exonerated	4
Sustained	3
Unfounded	12

When you compare the twenty-three (23) complaints captured in four and a half months of 2018, to those captured for the total years of 2016, fourteen (14) and 2017, twenty-seven (27) it would indicate that the complaint process is working. Based on the current trend we are forecasting that the new process will capture approximately 61 complaints which is a 225% increase over 2017, and 435% increase over that of 2016.

The new process will also allow the Internal Affairs Unit (I.A.) to track each complaint, along with allowing the Chief Deputy to determine who will investigate them (I.A. or Line Supervision). The new process allows I.A. to assign a tracking number to each complaint thus assuring that it is completed, up to and including the complainant being notified of the findings.

I have attached a copy of the presentation of the new complaint process that was rolled out to all supervisors in December 2017. I have also attached the takeaway instructions that each supervisor received.